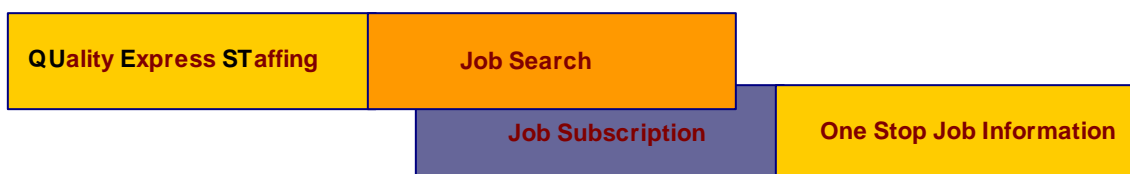


STATE OF LOUISIANA

DEPARTMENT OF STATE CIVIL SERVICE



**FISCAL YEAR 2004 – 2005
ANNUAL REPORT**



Recruiting Tomorrow's Leaders – TODAY!
We're Making A Difference for Louisiana



STATE OF LOUISIANA

Department of State Civil Service



Anne Smith Soileau, Acting Director

Jean Jones
Acting Deputy Director

Louisiana State Civil Service Commissioners:

James A. Smith, Chairman

Burl Cain, Vice-Chairman

Lee Griffin

David L. Duplantier

John McLure

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Louisiana Department of State Civil Service
Recruiting Tomorrow's Leaders—TODAY! Annual Report 04-05



Anne S. Soileau
Acting Director

State of Louisiana
DEPARTMENT OF STATE CIVIL SERVICE
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Recruiting Tomorrow's Leaders – TODAY!
We're Making a Difference for Louisiana

Dear Colleagues:

We have accomplished many things together in the last year. It has been filled with fascinating and exciting challenges. This year's annual report, our second one, will highlight some of the Department's major accomplishments as well as some workforce data.

When *Governing* magazine released its February 2005 report card on government performance "Grading the States," Louisiana got an overall grade of "B," (only six states scored higher). This is evidence that we are headed in the right direction. The only area that was listed as needing improvement for Louisiana in the Human Resources area was Strategic Workforce Planning at a statewide level. We have asked Max Reichert to address this important issue and he will work very closely with agencies to help them structure a workforce plan so that they can recruit top talent, retain their high performing employees and equip them with the necessary skill sets to perform higher level jobs that may be abandoned by a large number of retiring Baby Boomers in the next five years.

One of our most exciting ventures in 2004 was launching a new recruiting initiative, "Recruiting Tomorrow's Leaders – TODAY! We're Making a Difference for Louisiana." This was our first proactive publicity campaign, which was coordinated as a statewide effort across all state agencies. At the core of the campaign was our first-ever recruiting video and a 30-second public service announcement. Both highlight JobSearch and Job Subscription, our free Internet job posting tools that make it easy for jobseekers to find out about state openings. The video and PSA are receiving free airtime on cable stations around the state, at no cost to us. I am proud of our very creative staff who developed the initiative and produced the video, which can be seen on the Job Search Web site at www.yourfuture.louisiana.gov.

We implemented Quality Express Staffing (QUEST), a new streamlined-hiring process that gives agencies the flexibility they need to hire qualified candidates in clerical, law enforcement and professional entry jobs in a timely fashion.

This has been a year of much change. Allen Reynolds retired after many very successful years as Director. Mr. Walter Dobie retired from the Civil Service Commission and was replaced by Mr. Chat Reed. Fortunately, Mr. Jim Smith and Mr. Lee Griffin were reappointed and Warden Burl Cain was re-elected.

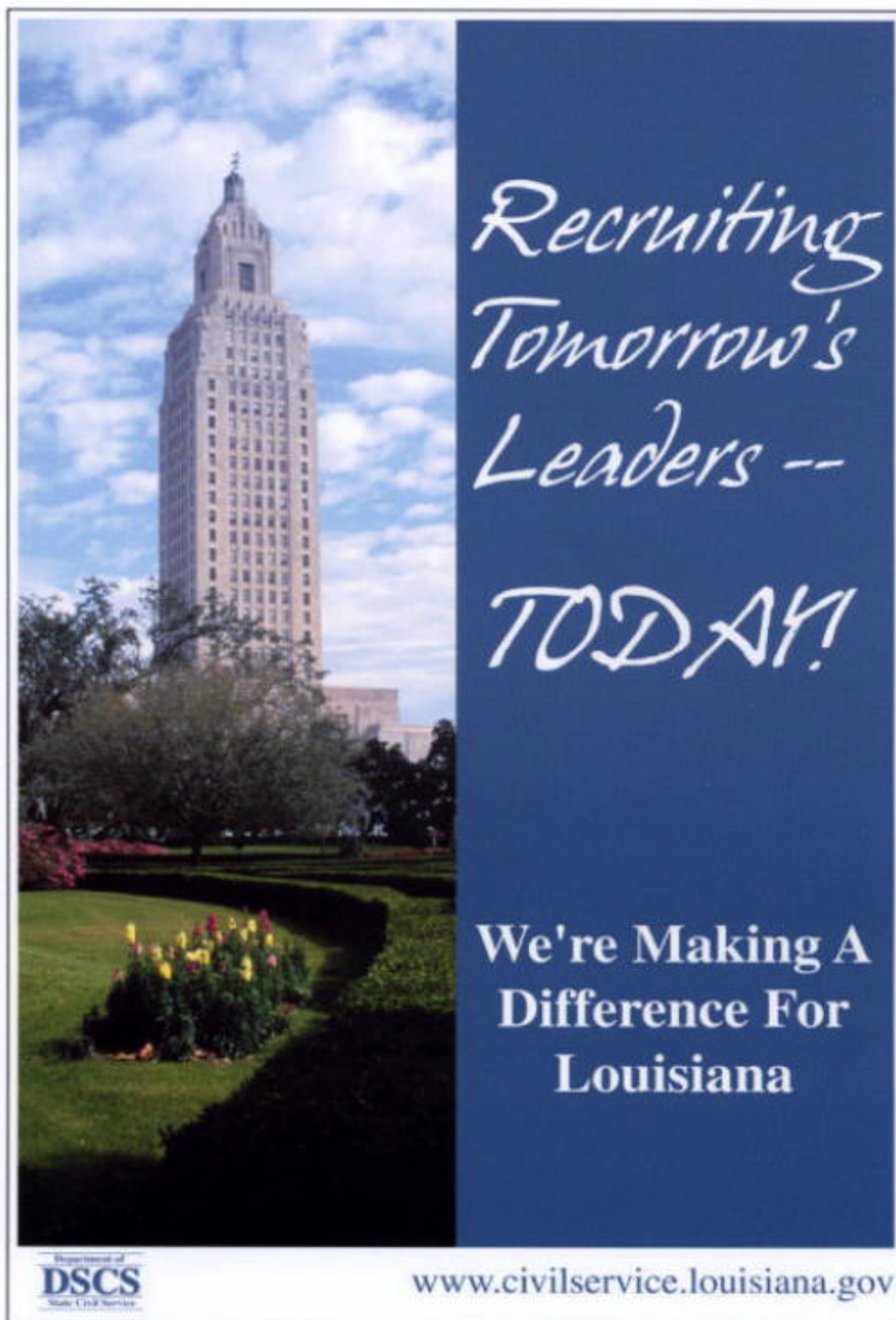
I would like to thank the Commission and our entire staff for their work in preparing information contained in the Annual Report. I would also like to express my appreciation to Erika Roberts for her efforts in coordinating the project and for compiling and publishing the report.

We hope you find the information contained herein useful.

Sincerely,

A handwritten signature in cursive script that reads "Anne S. Soileau".

Anne Smith Soileau
Acting Director
July 2005



Bold New Message: September 2004 saw the launch of a new recruitment campaign. The poster pictured above was created in support of the effort themed "Recruiting Tomorrow's Leaders—TODAY!". See pages 20 and 24 for more information.



Louisiana Department of State Civil Service
Recruiting Tomorrow's Leaders—TODAY! Annual Report 04-05



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MISSION STATEMENT

VISION ...

To be recognized by user agencies as a leader and partner in the management of human resources.

MISSION...

To provide human resource services and programs that enable state government to attract, develop and retain a productive and diverse workforce that excels in delivering quality services to the citizens of Louisiana.

PHILOSOPHY...

It is the responsibility of the Department to provide the systems and services that will enable the agencies of Louisiana state government to make merit-based, quality decisions regarding the hiring, training, and retaining of those skilled and capable individuals who are essential to providing cost effective, quality services to Louisiana's citizens.

The Department shall provide services in an efficient and courteous manner and shall foster work practices that ensure that classified employees work in an environment where excellence and productivity are encouraged and recognized.

EXCELLENCE.





Anne Smith Soileau
Acting Director

EXECUTIVE SUMMARY

To serve our citizens, the state of Louisiana must have a human resource system that finds the best person for the right job and then helps that person to excel. State agencies cannot accomplish their ambitious goals without employing the best skilled individuals. As the central personnel agency for the state, the Department of State Civil Service is responsible for providing such a human resource system.

The Department of State Civil Service provides state agencies with a fast, effective, low cost human resource system that ensures quality results and accountability to the public interest. The key to this system is striking a balance between discretion and control, making that balance flexible enough to match the rapidly changing world in which government operates, and guiding that balance with the lasting values of merit that have shaped our government: selection on ability, equitable compensation, accountability for performance, non-discrimination and political neutrality.

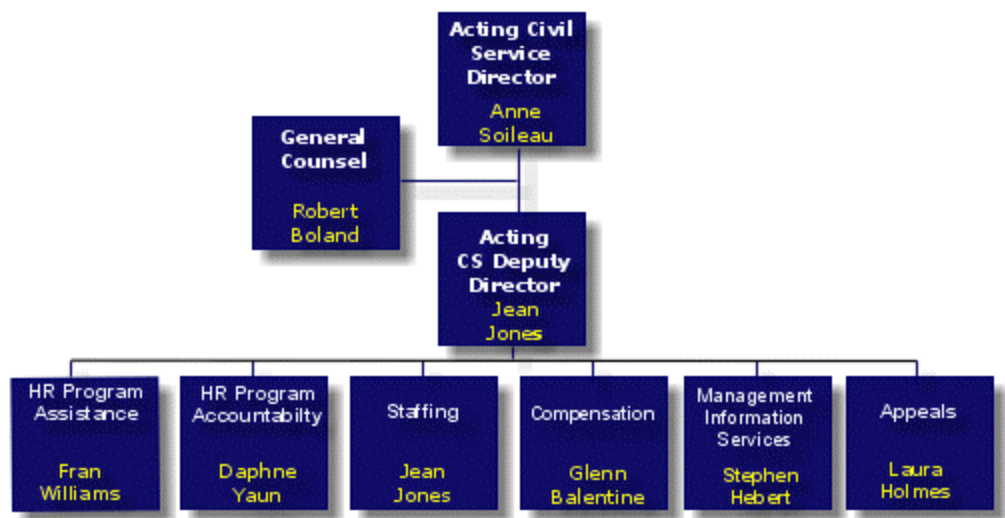
Our goals:

- Establish salary ranges and pay options that give agencies the flexibility they need to staff their offices effectively and economically.
- Provide hiring processes that give citizens open access to state employment while giving state agency managers fast access to pools of highly qualified applicants and the tools to make the best hiring decisions.
- Provide training and assistance to agency human resource professionals and agency supervisors and managers to support and encourage best practices in employee supervision and management.
- Promote greater accountability for results by providing objective evaluations of agency personnel practices to management.
- Provide a prompt, inexpensive system for resolving removal, discipline, rule violation, and discrimination cases that satisfies due process requirements.



Civil Service Organizational Chart

For information about the functions of each division within Civil Service, click on the chart below or visit www.dscs.state.la.us.



Civil Service At A Glance

The Department of State Civil Service (DSCS) is the central personnel agency for the state of Louisiana. Our goal is to help state agencies manage their human resources so that they may provide the most effective service to the citizens of Louisiana.



Civil Service executive staff members take a picture with Acting Director Anne Soileau and State Civil Service commissioners after retired Director Allen Reynolds' last Commission meeting in November 2004.

Civil Service administers a comprehensive merit-based personnel management program for classified state employees. Our policies are founded upon the principles of equal pay for equal work, equal opportunity, ability-based employment and promotion, and freedom from political influence.

Civil Service is divided into seven major divisions:

Administration, Human Resources Program
Assistance, Human Resources Program
Accountability, Staffing, Compensation, Management Information Service, and Appeals.

The overall management of the Department is the responsibility of the Director, who is selected by the seven-member State Civil Service Commission.

The Department operates a information and walk-in testing center in Baton Rouge on Monday through Friday. We also offer job seekers the opportunity to take exams for State employment on Saturday mornings at [several locations](#) around the state, one or two days per month.

The Department's central office is located behind the State Capitol in Baton Rouge at 1201 North Third Street in the W.C. Claiborne Building, which is one of several state office buildings in the Capitol Park Complex.



State Civil Service Commission

Article X of the State Constitution gives the State Civil Service Commission the responsibility for the administration and regulation of the state's classified civil service system.



Pictured above are State Civil Service Commissioners (from left to right): Chairman James A. Smith, Vice-Chairman Burl Cain, David Duplantier, John McLure, Chat Reed and Rosa Jackson. Not pictured: Lee Griffin.

The Commission, as an impartial review board, has judicial authority to hear appeals filed by state employees.

Governors appoint six members of the Commission based on nominations from the presidents of six private colleges and universities in the state: Xavier University, Centenary College, Loyola University, Tulane University, Louisiana College, and Dillard University. Permanent classified state employees elect the seventh member. Commissioners serve over-lapping six-year terms. See the chart below.

Commission meetings and hearings are held monthly and are open to the public. Meeting dates and hearing decisions are available on our website at www.civilservice.louisiana.gov

Member Name	Nominated By	Term Expires
James A. Smith, Chairman	Xavier University	12/10/2010
Burl Cain, Vice-Chairman	Elected Employee Representative	05/01/2011
G. Lee Griffin	Tulane University	12/10/2010
David L. Duplantier	Loyola University	12/10/2006
John McLure	Louisiana College	12/10/2006
Rosa B. Jackson	Dillard University	12/10/2008
Chatham (Chat) H. Reed	Centenary College	12/10/2010



LOUISIANA STATE CIVIL SERVICE COMMISSIONER

MR. JAMES A. SMITH - CHAIRMAN



James A. Smith, chairman of the State Civil Service Commission, has been a source of wisdom and stability for the state's merit system for 30 years. He has served on this Commission longer than any other commissioner.

Smith is a veteran of the U.S. Air Force, a successful attorney at law, and an entrepreneur. He has held key positions in city parish and federal government entities. He is a lifelong native of New Orleans.

Governor Edwin Edwards signed Smith's first appointment to the Commission in 1975 upon the recommendation of Xavier University President Dr. Norman Francis. As a result of the 1974 Constitutional Convention, an amendment to the state's Constitution allowed two private black universities, Dillard and Xavier, to nominate candidates for the city of New Orleans and the state civil service commissions. Dr. Francis must have known that Smith, a 1956 graduate of Xavier University, would be a tremendous asset to the Commission. In fact, Smith charted new territory when he became the first African-American to serve as chairman, an office he has held by the election of his peers on the Commission every year since 1990.

Governor Kathleen Blanco, who recently re-appointed Smith to a sixth term on the Commission, followed in the footsteps of Governors Edwin Edwards, Dave Treen and Mike Foster to become the fourth governor to appoint Smith since 1975.

Smith has worked with three State Civil Service directors, George Hamner, Herbert Sumrall, Allen Reynolds and the current Acting Director, Anne Soileau.

"When I was appointed to the Commission, I had no idea that I would serve more than one term. I enjoy the work we do on the Commission. The Commissioners are doing a great service in helping to keep the state's merit system moving in the right direction," said Smith.



LOUISIANA STATE CIVIL SERVICE COMMISSIONER

MR. BURL CAIN – VICE CHAIRMAN



Burl Cain was re-elected to the Commission in April 2005, holding the only elected seat on the seven-member panel through three elections since 1990. He is the employee representative for classified state employees and serves as vice-chairman of the Commission.

Cain is the Warden of Louisiana State Penitentiary, Louisiana's largest maximum-security prison. Since becoming Warden of Louisiana State Penitentiary (LSP) in Angola in 1995, he has received national and state commendations for implementing rehabilitative and humanitarian programs for the prison population.

Cain started his career in state government in 1976 with the Louisiana Department of Corrections as Assistant Secretary for Agri-Business. He then served as Warden of Dixon Correctional Institute in Jackson, Louisiana from 1981 to January 1995. In February 1995, Cain assumed his duties of Warden at Louisiana State Penitentiary. In October 2001, Cain became a Certified Corrections Executive (CCE) after successfully passing the exam administered by the American Correctional Association. He was named the 2003 Warden of the Year by the North American Wardens and Superintendents organization. He has traveled extensively throughout the United States promoting his philosophy of moral rehabilitation. The book, *Cain's Redemption, A Story of Hope and Transformation in America's Bloodiest Prison*, written by Chicago-based defense attorney Dennis Shere, is currently available online and at local bookstores.

Cain possesses a bachelor's degree from Louisiana State University and is currently enrolled in the on-line Criminology Master's Degree Program at Grambling State University.

To escape the constant pressures of running LSP, Cain enjoys hunting and traveling around the country on his motorcycle. He once rode his motorcycle from the Atlantic to the Pacific Ocean. In one trip, he crossed the Golden Gate Bridge three times. As often as he can, he accepts speaking invitations to relay hope, encouragement and common sense wisdom to college students. He uses wit and most often farm-life stories to "impress on them what's important in life" like "doing something good when you don't expect something back" and that people "shouldn't keep score in life."

Cain is married to Jonalyn Miceli. He has three adult children, Nate, Amanda and Marshall.



LOUISIANA STATE CIVIL SERVICE COMMISSIONER

MR. LEE GRIFFIN



Lee Griffin, nominated by Tulane University, was recently reappointed to the Commission for a second term by Governor Kathleen Blanco. Governor Mike Foster first appointed him in 1999.

Griffin is especially pleased with the Civil Service mandatory training policy for supervisors. The Civil Service Commission adopted Rule 7.4(f), effective July 1, 2002, that mandates training for classified employees who occupy supervisory, managerial or administrative jobs.

"I can't imagine a better thing to do for state employees or a better thing to do for the state and the citizens of this state than to have better qualified supervisory people," said Griffin.

Griffin is a native of Dallas, Texas and has served on the Commission for seven years. He is the former Chairman and CEO of Louisiana Bank One and is now retired. He graduated from the University of Texas in 1960 with a bachelor's in Business Administration. He set his eyes and his destination on a graduate assistantship at Louisiana State University in Baton Rouge, where he earned his master's degree in Economics, a topic of discussion he still enjoys today.

Griffin entered the banking industry, where he found his niche. He progressed from a Management Trainer to eventually become Chairman and CEO of Louisiana Bank One (now Chase Bank) in 1996. As CEO, Griffin steered the company into new territories of success from 1996 to 2000.

In 1993, Griffin, a self-proclaimed "efficiency freak," eagerly took on the challenge of heading up the Select Council on Revenues and Expenditures in Louisiana's Future (SECURE), a group of 30 private industry businessmen, formed by the Louisiana Legislature to study state government processes. After 35 meetings and two years of studying ways to improve Louisiana's financial future, SECURE issued its final report that included 400 ways to improve efficiency in state government. Some 300 of SECURE's recommendations have been implemented, resulting in about \$1.2 billion annual savings to the state, according to an audit by a national auditing firm.

"I see no difference in the quality of employees in private industry and in state government," said Griffin, as his position with SECURE afforded him the opportunity to observe state employees performing their jobs.

Griffin has been married to Elizabeth Lobdell Griffin for 43 years. They have three adult children and eight grandchildren. He is enjoying retirement. Griffin and his wife enjoy frequent visits to North Carolina, where they have a home in the mountains.



LOUISIANA STATE CIVIL SERVICE COMMISSIONER

MR. DAVID DUPLANTIER



David L. Duplantier, nominated by Loyola University, is currently Senior Counsel for Chevron U.S.A., Inc. in New Orleans. He is an advisor and is responsible for the implementation of all laws and regulations that would affect a major producer of oil and gas in the Federal Outer Continental Shelf region and the State of Louisiana.

Duplantier likes to compare human resources practices in state government with those in the private sector. Since he has worked in the federal government and in private industry, he has a keen perspective. He is especially pleased with the state's Performance Planning and Review (PPR) system. He applauds state agencies for taking seriously the rating of employees' job performance. About 96% of classified state employees are rated annually.

"I'm intrigued by the state's performance planning and review process. It's very impressive. It allows state employees to annually review their performance and improve," said Duplantier.

Recently, Duplantier discovered that his great-uncle served on the first State Civil Service Commission.

Duplantier received a Bachelor of Science in Business Administration from Louisiana State University in Baton Rouge and a Juris Doctorate Degree from Loyola University School of Law in New Orleans.

His favorite hobbies include cooking, attending LSU football games, working for charities, and gardening with his mother, who voluntarily maintains the flower beds around New Orleans City Park.

He is an ardent supporter and fundraiser for The Good Shepherd School in New Orleans. This free-tuition school has found a place in Duplantier's heart. The school was founded to give inner-city children a quality education "based on the essentials of reading, language and mathematics coupled with spiritual, social and athletic activities."

He and his wife, Melanie, reside in Covington, Louisiana. They have four sons, Joshua, Adam, Aaron, and John.



LOUISIANA STATE CIVIL SERVICE COMMISSIONER

MR. JOHN McLURE



John G. McLure, nominated by Louisiana College, is currently a partner with McLure and Pickels, LLP in Alexandria, Louisiana. He practiced law with his father Thomas from 1971 until his father's death in 1983. The practice consists primarily of defending civil personal injury claims.

McLure was educated in the public school system of Alexandria. He received degrees from Tulane University and LSU Law Center.

His involvement on community and professional boards is extensive. His father taught him that community service is everyone's job. Although he has served on many boards over the years, he is currently chancellor of the Episcopal Diocese of Western Louisiana, warden of his church and a member of the Louisiana Law Institute Council.

McLure is not new to the civil service system, nor to making decisions on disciplinary matters. He was vice-chairman of the first Rapides Parish Police Jury Civil Service Board and formerly a Hearings Committee Chair of the Louisiana State Bar Association Disciplinary Committee.

In 1995, he received the distinguished Monte M. Lemann Award, which is presented to individuals outside the classified civil service system who have made the greatest contributions to the advancement of Louisiana's merit system of public service.

A farmer at heart, McLure enjoys outdoor activities, especially hunting and fishing. For years, he has been involved in the planting and propagation of Mayhaws, muscadines, figs, blueberries and blackberries. He also plants a vegetable garden.

He and his wife, Judith Jenkins McLure, reside in Woodworth, Louisiana. They have a daughter, Joel McLure Godchaux, M.D., and a son, John Michael McLure.



LOUISIANA STATE CIVIL SERVICE COMMISSIONER

Ms. ROSA BLACK JACKSON



Rosa Black Jackson, nominated by Dillard University, was appointed to the Commission in June 2004. She is a retired school principal and community activist from Ascension parish.

Jackson's primary school education was gained in Prairieville. She graduated from Southern University with a Bachelor's in Business Education. She continued there, earning a Master's in Administration and Supervision.

After obtaining her Master's degree, she completed 30 plus hours of course work at several other universities, including Dillard University, Loyola University, Nicholl's State University and Louisiana State University. Jackson also has a realtor's license.

Jackson retired from the East Ascension Parish School Board after serving more than 30 years, holding various positions including business education/free enterprise teacher, elementary school principal, consultant and adult-education employee.

Her community service is extensive. She has served on several boards in Ascension parish including the Parish Tourist Commission, the Parish Human Resources Board, the United Community Bank Board, and the House of Refuge Board (a home for abused women).

She has been married to Freeland Jackson for 39 years. They have two adult children, Durwin and Michael Jackson, and four grandchildren.



LOUISIANA STATE CIVIL SERVICE COMMISSIONER

MR. CHATHAM "CHAT" REED



Chatam "Chat" Reed, nominated by Centenary College, was appointed to the State Civil Service Commission by Governor Kathleen Blanco in February 2005.

Reed is an attorney, a long-time partner in the Simon, Fitzgerald, Cooke, Reed and Welch law firm in Shreveport. An active volunteer with local churches and charities, he also now serves on the National Committee for the St. Jude Children's Research Hospital in Memphis, Tennessee. He is completing his second term as President of the Centenary College Alumni Association.

Reed has a bachelor's degree in English literature from Centenary College. After graduating, he traveled to Nancy and Strasbourg, France on a Fulbright Scholarship. For two years, he was a teaching assistant at Duke University, where he earned a master's degree in foreign languages. In 1973, he graduated from the University of Texas Law School and moved back to Shreveport where he began practicing law.

Reed is married to Wendy Norton Reed, a Latin and French high school teacher who is very active in The Friends of Shreve Memorial Library and other local charities. They have two sons, Chatham and James, who are both students at Tulane University studying engineering. The entire family enjoys hiking, camping and backpacking in the West and in Arkansas. They have also enjoyed traveling in the United States as well as in Central America and Europe.



Promoting Pride in Public Service

State Employee Recognition

Governor Kathleen Blanco recognized the outstanding service of state employees by proclaiming May 4, 2005, "State Employee Recognition Day" in the State of Louisiana. She applauded three special state employees for their exemplary service to the people of Louisiana.



Governor Kathleen Blanco and Acting Director Anne Smith Soileau are pictured above holding the framed proclamation for "State Employee Recognition Day." They are joined by (from l to r): Burl Cain, the employee representative on the State Civil Service Commission; James Smith, chairman of the Commission; and state employees Collette Stewart-Briley (DHH/OPH), Terri Hammack (DOTD) and Earl Millet (Revenue).

Gov. Blanco thanked Acting Director Anne Smith Soileau, Chairman James Smith and Vice-Chairman Burl Cain for their leadership in managing the state's workforce.

Public Service Recognition Week (PSRW) has been celebrated the first Monday through Sunday in May since 1985. This time is set aside each year to honor the men and women who serve America as federal, state and local government employees.

State Employee Recognition Day is sponsored by the National Association of State Personnel Executives (NASPE) and is always celebrated on Wednesday of PSRW.

More than 30 state agencies, colleges and universities took part in celebrating PSRW May 2 –8, 2005 and State Employee Recognition Day on May 4, 2005.

"As I meet with employees all over our state, I am amazed by the dedication of the men and women who care for our sick and disabled, who protect us, and who work to improve the quality of life for all of the citizens of Louisiana. I am grateful for these public servants and hope that others will take this opportunity during Public Service Recognition Week to say thank you."

- Anne S. Soileau
Acting Director

March, Career Month in Louisiana

Governor Kathleen Blanco proclaimed March as Career Month in Louisiana, recognizing the importance of career education for Louisiana citizens in the changing world of the workplace. Statewide employers and educators were asked to partner and provide a community service to educate people of all ages about the changes in today's working environment.

Governor Kathleen Blanco thanked Acting Director Anne Soileau for collaborating with LSU to promote "March, Career Month in Louisiana". This partnership between educator and employer helped to educate more Louisianans about career opportunities in the state.



Pictured above are LSU System President William Jenkins; Governor Blanco; Civil Service Acting Director Anne Soileau; Mary delaHoussaye Belleau, Career Services associate director; and, Mary Feduccia, Career Services director.



Recruiting Public Service Leaders for the Future

In September 2004, the Louisiana Department of State Civil Service launched a statewide recruiting initiative with the theme, "Recruiting Tomorrow's Leaders – TODAY! We're Making A Difference For Louisiana" (RTLTL). The cornerstone of this recruiting initiative is the use of a 10-minute video and a 30-second Public Service Announcement (PSA) promoting the state of Louisiana as an employer of choice. Thirteen state agencies participated in filming the video.

The video features a diverse group of state employees, talking about the rewards of their work and how they make a difference in people's lives. It includes a demonstration of how to use our Internet "Job Search" service to find and apply for state jobs. It also highlights attractive employee benefits, such as rollover vacation days, retirement, paid educational leave and flexible work schedules. The video and PSA are receiving free airtime on TV and cable stations throughout the state.

The PSA began running in all Louisiana cable systems on May 2, 2005, about 100 times a day.



Civil Service Acting Director Anne S. Soileau (center) pictured with former Director Allen Reynolds and Civil Service employees who participated in the RTLTL video, pictured (l to r): Steve Sykes, Aarika Spruel, Jason McCann, Darrel Lewis and Rikki David.

Since the launch of this recruiting campaign, we have experienced a 25% increase in the number of qualified applicants pursuing state employment.

The RTLTL video is divided into six sections, which can be viewed at www.dscs.state.la.us.

Scenes from the RTLTL video filming ...



Major Accomplishments 2004-2005

1. Built Network of Assistance for Workforce Planning

State agencies have always done planning of some sort to forecast and meet future staffing needs and expected changes in the workforce. But the retirement of possibly thousands of top employees in the near future is likely to have a more severe impact, necessitating special measures.



Acting Director Anne Soileau speaks to a group of mentors and mentees who are participating in the Department's award-winning mentoring program, the Eula L. Vernell Mentoring Program. It is one component of Civil Service's own workforce development plan.

To address this important issue, in February of 2005, Civil Service dedicated an existing full-time executive level position to work on statewide workforce planning. Agencies were sent a workforce profile, a break down of classified jobs for each agency by EEO-4 category and data such as the numbers of persons currently eligible to retire, numbers eligible to retire within five years, average age of employees and number of retirements in the prior year. This information will help Civil Service and state agencies evaluate their own needs and develop a workable plan.

The concern about workforce planning is a result of the expected imminent mass exodus of experienced managers and other persons with vital technical knowledge and "institutional memory" as the Baby Boomer generation retires.

At the higher levels of administrators and officials the problem is more severe. Of the 2,400 classified agency managers, 24% are eligible to retire right now and an additional 28% will be eligible to retire within five years. That's a possible turnover of 52% of managers within the next five years.

In Louisiana, 22% of the 65,000 classified employees in the Executive branch are eligible to retire within five years.



2. Completed First Three Years of Mandatory Training Program

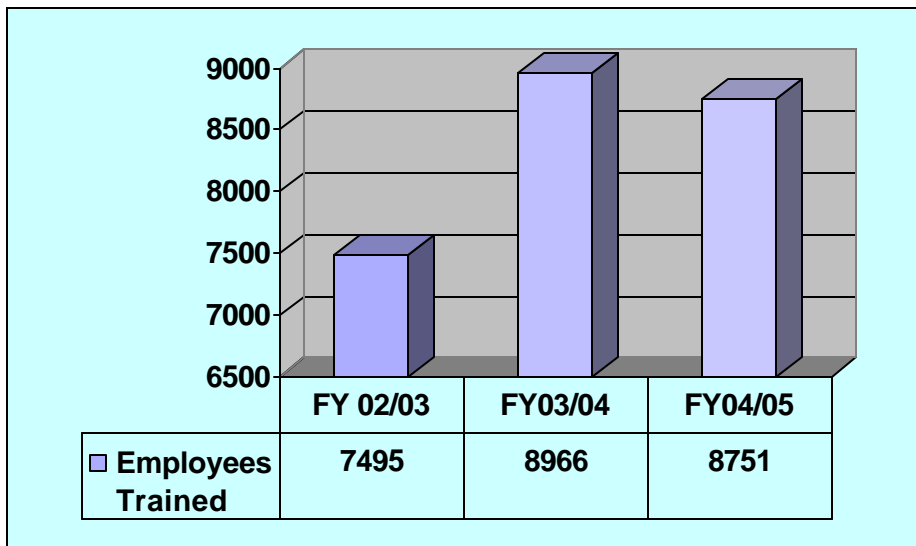
As governments respond to revenue shortfalls and downsizing, an increased focus is placed on the broader issue of productivity and accountability from public employees. Civil Service has implemented mandatory training to increase managerial accountability and improve morale and productivity by empowering supervisors and managers to raise expectations and to reinforce desirable job performance.

The Civil Service Commission adopted Rule 7.4(f), effective July 1, 2002, that mandates training for employees who occupy or are appointed to designated supervisory, managerial or administrative jobs. These classified employees are required to take courses designed to enhance managerial ability. They are divided into three levels, according to their job title.

In FY 04-05, the Civil Service Training Section taught 8,751 classified managers, supervisors and administrators. Nearly 9,000 were taught in FY 03-04 and about 7,500 the previous year. About 2,500 employees attended classes before July 1, 2002, bringing the total to nearly 28,000 trained employees. See the chart below.



Civil Service Training Director Pam Percy (center) is congratulated on winning the Certified Public Manager of the Year Award for her role in revamping the Department's training program and implementing the mandatory training policy. She is pictured with Acting Director Anne Smith Soileau(left) and Human Resources Program Assistance Chief Fran Williams.



3. Streamlined the Hiring Process with “QUEST”

One of the major goals of Civil Service is to help state agencies recruit highly qualified applicants and fill vacancies quickly. To attract more qualified applicants and to reduce agencies' hiring time and cost, Civil Service introduced a decentralized hiring process called “QUEST” - Quality Express Staffing. This decentralized process allows applicants to respond directly to agency vacancy postings on the Internet. It gives state agencies flexibility in the way they advertise vacancies to attract different occupational groups. And it gives citizens better access to information about vacancies.



After an initial pilot program, the first phase of the project implemented the QUEST process for all clerical/administrative support jobs. In the second phase, the process was expanded to cover all law enforcement and entry-level professional jobs. The QUEST process is now used for approximately 349 classified job titles.

With both phases of the QUEST project the state hiring process has been expanded by the use of percentile scoring, which allows a greater understanding to agencies and applicants of a candidate's rank, as well as by more flexibility in the hiring scores necessary for appointment. The process has reduced both time to hire and recruiting/hiring costs for state agencies, provided for a more available candidate pool, and assured that information about specific vacancies is available to the public.

4. Expanded the Online Human Resources Handbook

Two years ago, Civil Service created an Online Handbook to give Human Resources offices one-stop access to explanatory information on rules, policies and procedures.

The Online Handbook is an instructional tool that Human Resources Administrators can use to help them fashion their own policies to meet their agency's needs while staying in compliance with Civil Service rules, policies and procedures.

In FY 04-05, the Department updated three sections and added four new sections to the nine that existed in the previous year. Agencies have instant access to guidelines on such topics as “Hiring Employees”, “Pay Issues” and “Performance Planning and Review.” The Online Handbook is replacing the paper manual of individual communications that used to be mailed to agencies. Now agencies receive an electronic notification immediately after a change has been made to the Online Handbook.



5. Launched Successful Recruiting Campaign

The recruiting initiative, "Recruiting Tomorrow's Leaders – TODAY! We're Making a Difference for Louisiana," was launched in September 2004, with a news release to the print media and a video news release via satellite to television stations around the state.

The initiative was driven by a two-fold goal of promoting public service and publicizing Job Search, our Internet vacancy posting system. Civil Service produced its first-ever recruiting video and a 30-second public service announcement as the core of the initiative. Thirteen state agencies participated in the filming of the video, which was produced by Civil Service staff members.

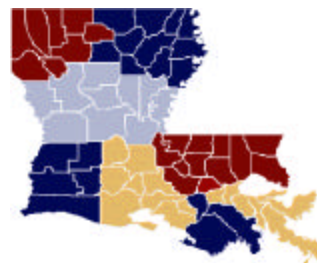
By combining public information about how to use state Job Search services with recruiting information, Civil Service accessed significant media coverage at no cost. Our approach resulted in wide media saturation of positive images of state employees talking about the rewards of their work and their ability to make a contribution to their communities.

This campaign coordinated the recruiting efforts of all state agencies by providing a unifying theme. Many state agencies use the video in their recruiting efforts at career fairs or as a component of their employee orientation program.

Success of the program was measured in several ways.

Increases in measures of applicant activity:

- 26% increase in job seekers visiting DSCS recruiting and testing centers
- 32% increase in students visiting our booth at 14 college career fairs
- 35% increase in attendance at DSCS sponsored career fair



Airtime given to video and PSA:

- 67% of news stations across the state, covering 100% of media markets aired a story using portions of the 10-minute video
- 10-minute video aired on cable news magazine on 35 stations in the first six weeks
- Feature stories with live interviews aired on two major market news shows
- 30-second PSA aired on cable stations across the state in all major media markets 100 times per day May 2 through September 30.
- 10-minute video continues to air periodically on cable stations in largest markets

Usage of recruiting materials by other agencies

- 300+ copies of the 10-minute video have been provided to agencies at their request. Uses include incorporation into recruiting visits, new-employee orientation, airing in the lobby of state buildings.
- Video used by 30 college career counseling offices at state and private institutions



6. Maintained an Un-rated Rate on Performance Planning and Review (PPR) of 4%

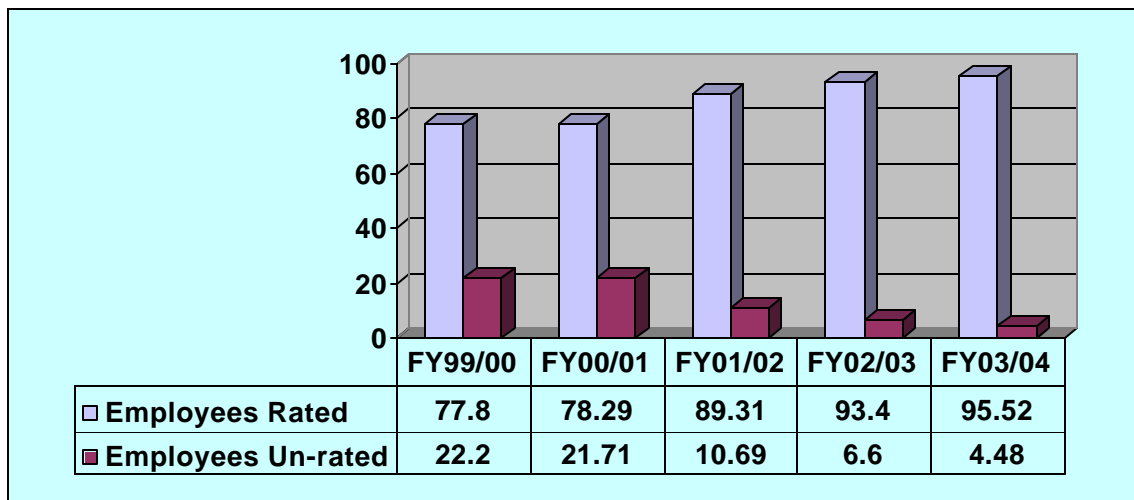
The state's PPR system is the chief management tool in state government to encourage better performance through job-specific expectations and communication between employees and supervisors. For the second consecutive year, about 96% of classified state employees were rated. The number of classified employees who were not given performance evaluations (un-rated) is below 4% for FY 04/05.

The number of un-rated employees has steadily declined since 1998. From 1998 to 2001, the number of state employees who were un-rated averaged 22% annually.

The incidence of un-rated employees for FY 01/02 was reduced to 10.69%. There was a 4.09% decline, down to 6.6%, in FY 02/03. In FY 03-04, only 4.48% of classified employees were un-rated.

Civil Service has taken proactive steps to reduce the number of un-rated employees and hold state agencies and managers accountable for communicating expectations and evaluating employee performance.

Final numbers on PPR ratings from state agencies were not available at the time of this printing. Civil Service expects there to be no substantial change in the un-rated rating from the prior year.



7. Improved the Compensation Program

The Civil Service Compensation Division embarked on several projects to continue improving the state's compensation program for classified state employees. Compensation is proactive, offering Human Resources offices the tools, flexibilities and assistance they need to recruit and retain highly qualified employees.

Pay Plan Reviews

In FY 04-05 the Compensation Division began a cyclical review of each of the six pay schedules. Dividing the pay plan into six separate schedules and the cyclical review of each schedule should allow state salary ranges to remain competitive with the market. This year, Compensation participated in 26 salary surveys of private industry and other state governments.

Job Specification Reviews

Compensation is in the second year of a multi-year project to review all job specifications in our classification system. This review will update all job specifications to fit current standards.

Job Studies and Position Reviews

Compensation completed studies of approximately 20% of the jobs in the pay plan. This included a review of the clerical/administrative jobs that encompassed 10,000 positions. The new clerical/administrative structure will simplify allocating positions and make salaries more competitive. The staff reviewed the allocations of over 15,000 positions in FY 04-05 (about 27%). Desk reviews were also conducted on 168 positions. The results were that 54 clerical/administrative titles were condensed to 15 job titles.

8. Reduced Response Time in Appeals Process

The Appeals Division has reduced the amount of time it takes for classified employees who submit an appeal to receive a final decision. The average number of days for employees to have a hearing is down to 61 days, as compared to 67 days last fiscal year, 124 days in FY 00/01 and 185 days the year before.



9. Assessed Agency Compliance with Action Report Card

The Civil Service Program Accountability Division completed nearly 100 objective evaluations of Human Resources practices in various state agencies.

ACTION REPORT CARD			
Civil Service Rule Compliance			
Documentation Requested	Number Reviewed	Number Compliant	Percent Compliant
Employment Minimum Qualification	14	14	100%
Civil Service Authority for Action	26	26	100%
Authority Date Calculation	26	26	100%
PPR Planning Timely and According to Rules	15	15	100%
PPR Rating Timely and According to Rules	25	25	100%
Rule Compliance Totals	106	106	100%
Maintenance of Required Documentation			
Documentation Requested	Number Reviewed	Number Compliant	Percent Compliant
Appointing Authority Approval	14	14	100%
Confidentiality Agreement	14	14	100%
Completed Employment Applications (SF-105)	18	18	100%
Appointed How	12	12	100%
Documentation of Qualification Check	18	18	100%
Vacancy & Pay Policy Posting	18	18	100%
Appointing Authority	9	9	100%
System Justification	9	9	100%
Completed Position Descriptions (SF-74)	14	14	100%
Documentation Required Totals	172	172	100%
ISISHR Entry			
Salary Range Reviewed	Number Reviewed	Number Correct	Percent Compliant
Action Review	23	18	78%
Pay Review	24	20	83%
Appointment Date	14	12	86%
Contract Cycle	28	28	100%
Issued within 30 Days of Effective Date	28	28	100%
Salary Range Totals	117	106	91%

The Action Report Card provides agencies with a quick reference to identify strengths and weaknesses in specific areas. The report calculates agency compliance in areas such as Civil Service Rules, Maintenance of Required Documentation, and ISISHR entry.

The Accountability Division began its second cycle of reviews in November 2004, three years after beginning the first cycle of agency reviews in 2001. The goal of first cycle reviews was to assess agencies' compliance with Civil Service rules and policies right after Civil Service delegated the authority to effect personnel transactions without prior Civil Service approval. During the second cycle of reviews, the Accountability Division added several aspects to their audits. A new addition is the Action Report Card.

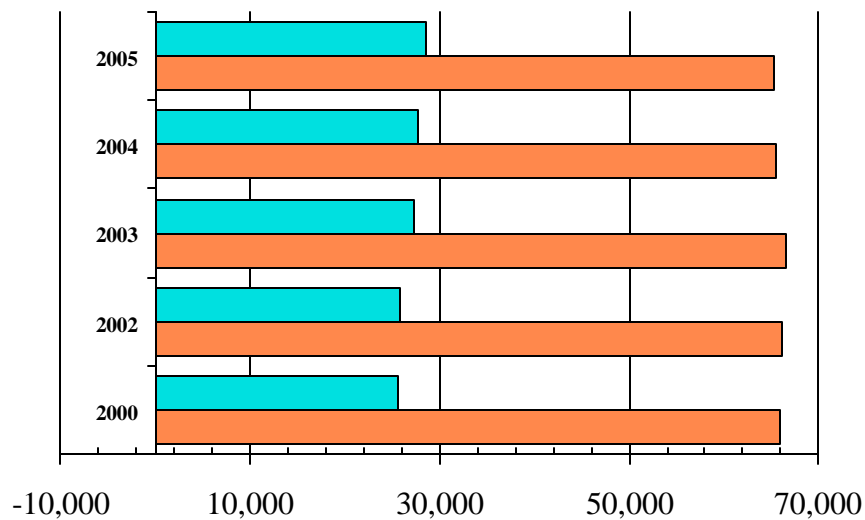
Accountability auditors issue an Action Report Card to state agency Human Resources Offices after each full program review audit. The report card is a meaningful measure of the agency's compliance with Civil Service Rules and professional standards in human resources practices. Agencies use the report card to help them identify areas of excellence and improve weak or non-compliant practices.



Classified Workforce Snapshot

The following graphs give a brief overview of the state classified workforce.

FULL-TIME EMPLOYMENT EQUIVALENT (FTE)



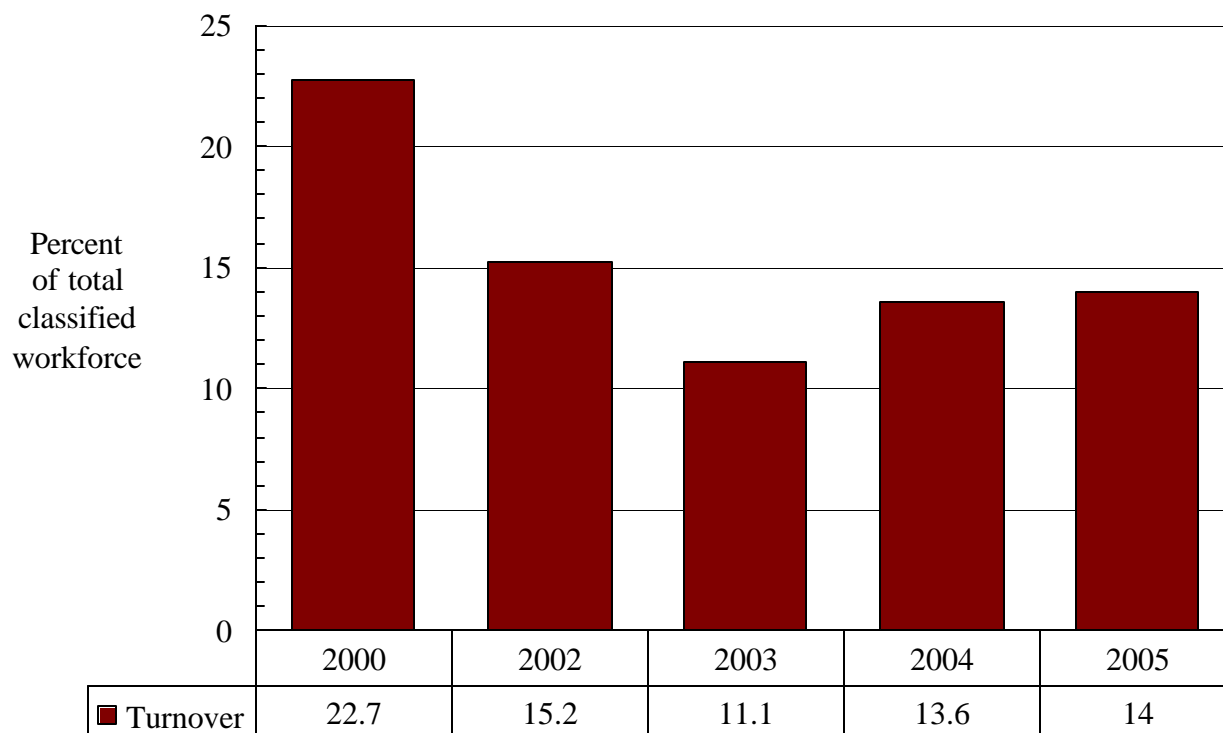
	2000	2002	2003	2004	2005
UNCLASSIFIED	25,620	25,759	27,354	27,772	28,504
CLASSIFIED	66,020	66,138	66,607	65,577	65,252

Note:

Data is not available for June 30, 2001, due to conversion to a new payroll/personnel system during this period.



TURNOVER

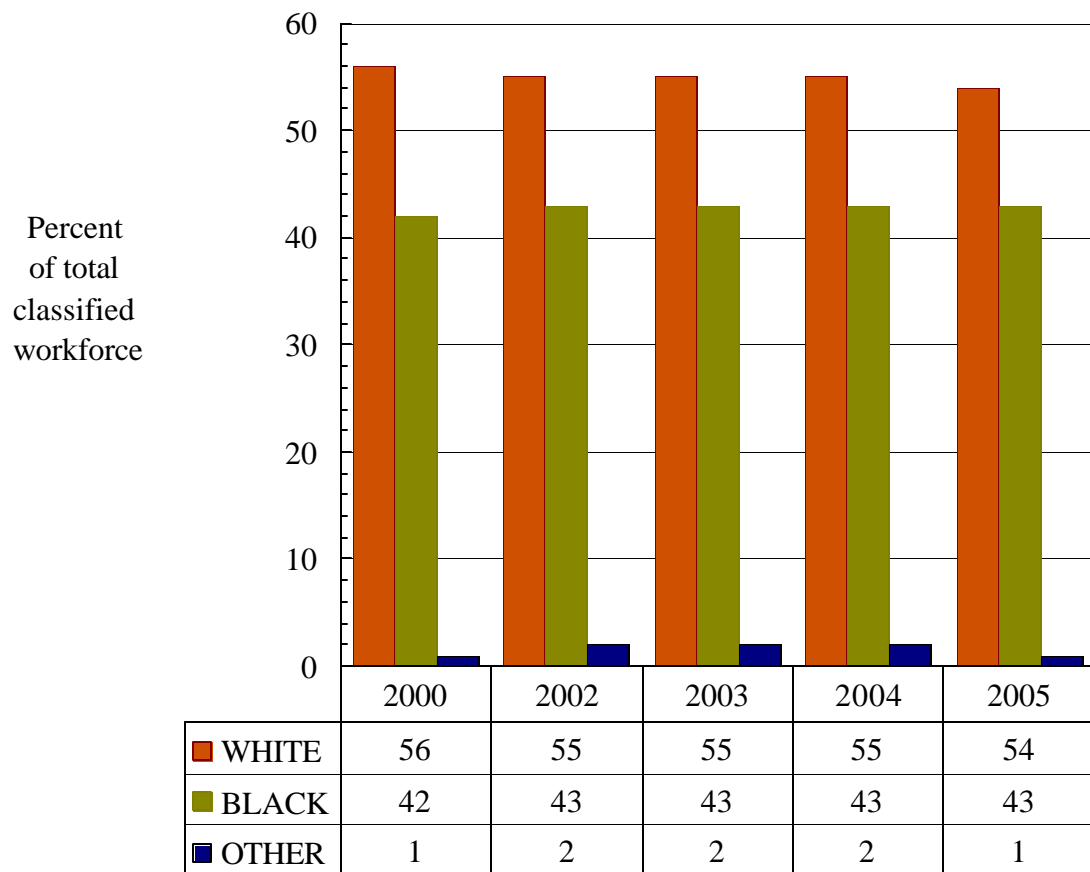


Note:

Data is not available for June 30, 2001, due to conversion to a new payroll/personnel system during this period.



CLASSIFIED EMPLOYEES BY RACE



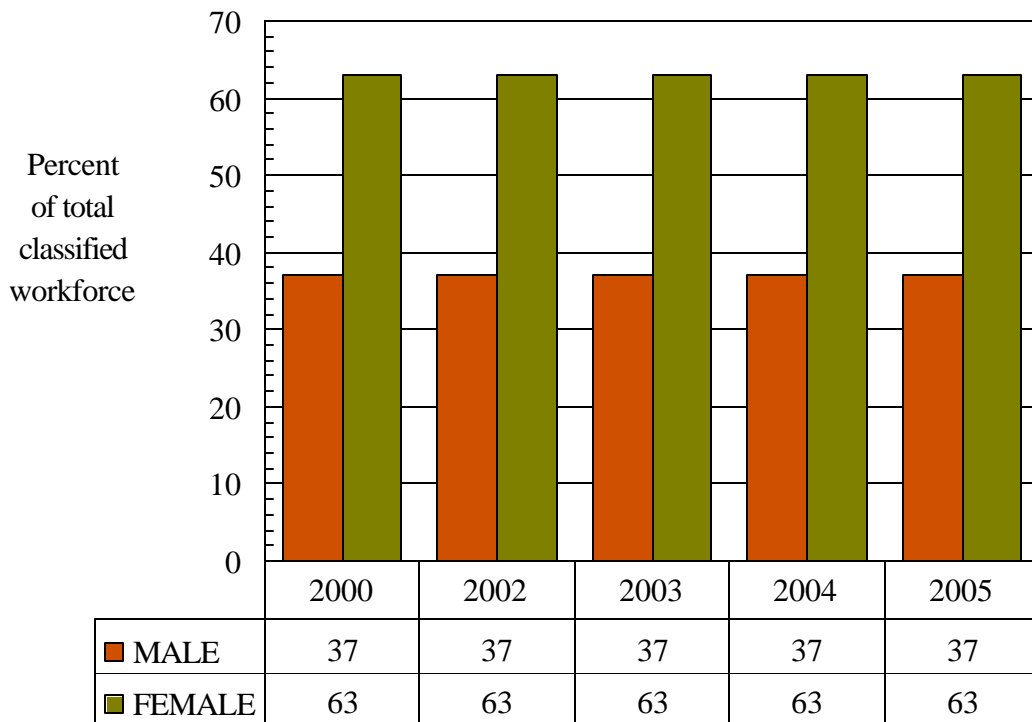
Notes:

Numbers for employees choosing not to report their race are not included in these calculations.

Data is not available for June 30, 2001, due to conversion to a new payroll/personnel system during this period.



CLASSIFIED EMPLOYEES BY SEX



Note:

Data is not available for June 30, 2001, due to conversion to a new payroll/personnel system during this period.



CLASSIFIED EMPLOYEES BY YEARS OF STATE SERVICE

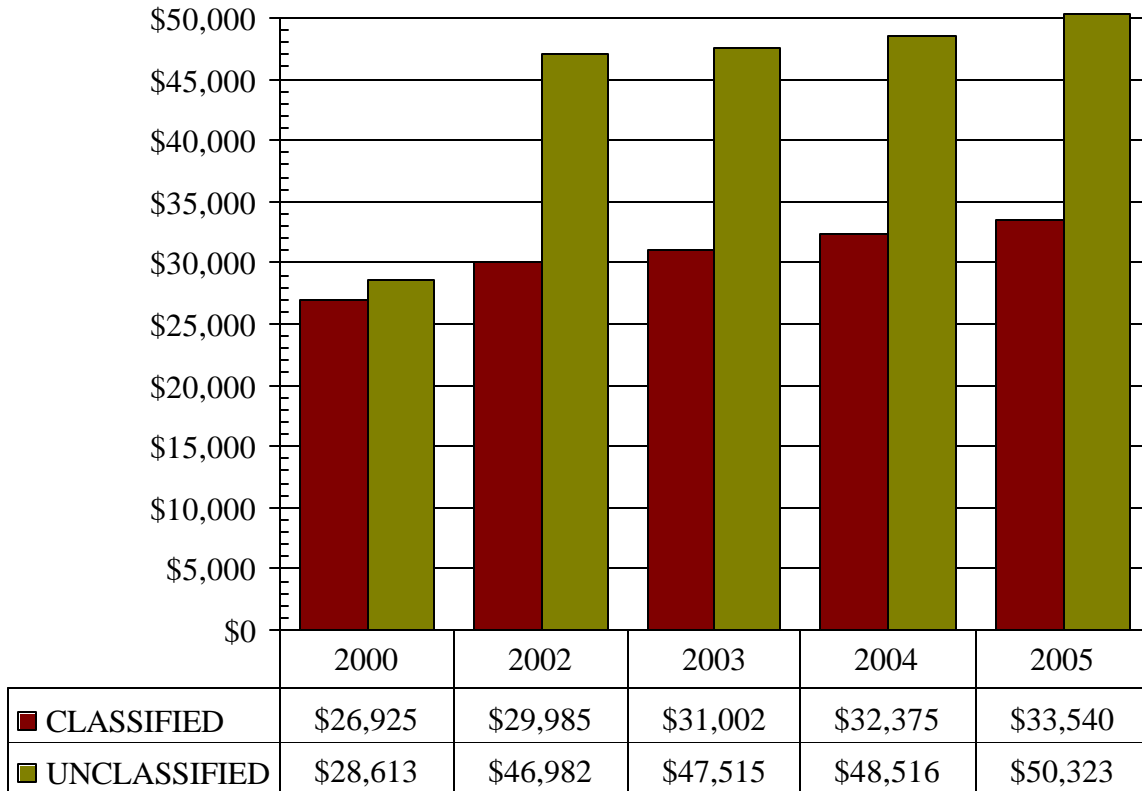


Note:

Data is not available for June 30, 2001, due to conversion to a new payroll/personnel system during this period.



AVERAGE SALARY



Note:

Data is not available for June 30, 2001, due to conversion to a new payroll/personnel system during this period.



Our Future in The New Norm

In the wake of the devastating hurricanes Katrina and Rita, the state is facing unprecedented challenges in rebuilding its infrastructure and continuing to provide services for its citizenry. This rebuilding effort will stretch the limits of the state's finances and manpower. In this changing environment of the state workplace, this agency plans to remain in the forefront of the rebuilding effort by continuing to assist the state in having the highest quality workforce available.

The goal of this department still remains to provide human resource services that allow Louisiana to have a diverse and competitive workforce able to deliver quality services to the citizens of the state. Although this may seem a greater challenge now, the changes that we have made in previous years to our hiring and pay procedures should give agencies the tools and greater flexibility they may need to keep themselves adequately staffed to deliver services under their own newly changing roles.

The Department of State Civil Service will continue to support agencies in finding and retaining the best workforce to complete their own missions. We are dedicated to promoting the benefits of state service and in particular to providing a support structure for employees and the public to obtain all available information about state employment.

We will continue to promote the recognition of outstanding employees, as well as diversity in the workplace and the training of managers and their staff to make them better employees and employers.

The Department must also continue to deal with the issues plaguing all public and private work environments: succession planning for the retiring workforce. We will continue to develop and administer training and assistance to those agencies that need help retaining the high levels of technical knowledge, skills and abilities of its employees to continue their core missions. We will strive to help agencies develop new ways to maintain their years of expertise while they may be losing workers with years of experience.

We will continue to seek accountability of employees and managers, by monitoring the activities of agencies through our various divisions, especially our Accountability section. We will maintain vigilance that our user agencies are employing good human resources practices, while keeping our mind toward helping these agencies and their workforce as much as we can during the state's rebuilding effort.

The Department will most importantly continue to cultivate an attitude of professional compassion for those agencies and employees continuing to be affected by the lingering effects of the two storms. While our dedication is to maintaining the state's merit system, we also want to continue to help all employees affected, who are our part of state's greatest material resource.

Anne Smith Soileau - December 2005

Let us therefore brace ourselves to our duties, and so bear ourselves that...for... years, men will still say, "This was their finest hour." Winston Churchill (1940)

